

# MISSOURI STATE LIBRARY



## 1993 Annual Report

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DITH K. MORIARTY, SECRETARY OF STATE

## A Message from the State Librarian



**C**hange is more evident than ever in the library world today. Access to information not only means having the staff and the information in house. It also means the speed by which information can be placed in the hands of the people who need it when and where it does the most good.

In this era of shrinking financial resources, information providers cannot forget that quality library service is their primary reason for existence. To this end, library trustees, staff, and funders may want to rethink the definition of "quality" library service. A question to be answered is, "Does 'all' mean everybody?" Users of library service may want to rethink "quality" and decide their role in supporting and making this service available. Few would question that access to library materials and resources help individuals, families, and communities at large. Libraries promote intellectual growth and contribute to economic development and an improved quality of life.

This year presented many challenges as Missouri librarians wrestled with the rapid changes that technology is bringing to their libraries. The State Library, in all of its services, has attempted to keep pace with these changes. Midway through the year, the State Library's governance changed from the Coordinating Board for Higher Education to the Secretary of State's office. Several State Library staff members left, and several librarians joined the staff. Although we still do not have our full complement of staff, we are prepared to move smoothly into the coming year.

The State Library ended another year with new hope, vision, and determination to keep excellent service and access to information at the forefront of its goals and to work toward the continued improvement of Missouri libraries.

*Monteria Hightower*

Monteria Hightower  
Missouri State Librarian

The Government Services Division provides reference and information services to state agency personnel, including the legislature, the offices and staff of Missouri's elected officials, and the general public. The library's government services collection is primarily a special library serving government in all its functions. The Government Services Division relies, however, on the entire Missouri library community, and especially the academic libraries of the state, to provide the range of materials needed by state employees in the course of their work. The State Library utilizes interlibrary loan on a widespread basis to provide materials in many specialized subject areas.

The library's public information desk operated with six employees during 1993, providing information services from 7:30 a.m. to 5 p.m., Monday through Friday.

Emphasis continued during 1993 on staff promotion of and increased access to the library's journal and periodical collection. The number of active periodical subscriptions stood at 395 at the end of December 1993, with 21 newspaper subscriptions. The newspaper collection included duplicate copies of most major papers for use in the library's daily governmental clipping service, *Keeping Up*. There was some increase in 1993 funding for books and periodicals beginning with the July budget year. Increased subscription prices were also noticed.

Each month during 1993, the Government Services staff produced the bibliography *Info-to-Go*. This much-demanded service remains an important method of promoting use of the journal collection, especially among agencies having training and staff development sections. Each issue contains between 70 and 80 article citations covering a wide range of subject areas. State employees have the option of using the bibliography as an awareness and informational service in library use, or they may select and request reprints of various articles from each issue.

State employees made 19,103 requests for reprints from the various monthly issues of *Info-to-Go* during the year. More than 750 state employees currently receive the publication, whose mailing list is revised constantly as employees enter and leave government service.

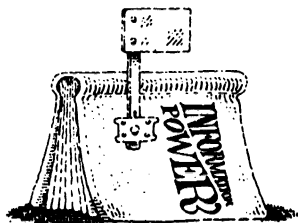
A more specialized service, offered mainly to researchers and information units within state agencies, is the "table-of-contents" routings for selected periodicals. By using this service, researchers can request to receive on a regular basis each table-of-contents for specialized subject journals from the State Library. This service allows agency staff to keep current with new research and literature without the agency having to maintain its own departmental journal collection. State agency researchers may select up to 10 journals for which the contents pages are sent by interagency delivery on a continuing basis.

*Total number of recorded inquiries made by the public during 1993 – 5,718.*

*The State Library's collection includes 80,341 cataloged books, 395 journal subscriptions, 21 newspaper subscriptions and thousands of state and federal documents.*

*In 1993, the State Library became connected to the INTERNET, the worldwide computer network.*

# Government Services



*Info-to-Go, the State Library's monthly current awareness service, enjoys high demand among state government employees.*

Employees may then select reprints of articles in which they are interested. More than 170 researchers currently use this service, although larger numbers of agency staff actually see the contents pages as they are routinely routed within agency offices and work units. The number of routings for 1993 was 7,785 contents pages. These resulted in 5,622 articles being requested and supplied in reprints to individual researchers.

The staff use of commercial online databases for literature searches declined slightly during 1993 as the national database industry continued to go through changes and a steep inflationary period. The staff has had access for a number of years to the BRS Online Service and to the DIALOG files. Staff use these services on a limited and guarded basis since BRS has dropped service to a large number of files which had been used in the past. A total of 145 computerized literature searches were recorded for 1993.

The State Library became connected to the INTERNET global network in the summer of 1993, allowing staff access to hundreds of public databases, electronic newlists, and information/discussion groups. The Government Services staff began in-house training on the resources available and are presently engaged in integrating these resources into the reference and information services offered to state government. Staff have used INTERNET to download information on a number of topics before printed materials were generally available. Information on national health care and the flood disaster are examples of data from the INTERNET which have proven valuable. Staff participation in a local state agency INTERNET users group has offered increased networking activity with personnel from other agencies, resulting in improved service and data delivery to agency staff.

The Government Services Division continued to improve its computerized services through the purchase of various CD-ROM products for both staff and patron use. Among the popular CDs purchased and used are PHONEDISC USA, ProPHONE, and PRO-DIRECT, all CDs offering white and yellow page listings for telephone and address information by region, state, or the total United States. The staff have also recently tested a product called MetroSearch, which is a regional listing of more than nine million personal records for the southwestern United States and Missouri. Much use is being made of the *St. Louis Post-Dispatch* on CD back to 1991, and plans are to add the *Kansas City Star* on CD during 1994. The staff also use the ERIC (Educational Resources Information Center) CD, the MARCIVE/GPO catalog, and will be adding during 1994, ACADEMIC ABSTRACTS and ACADEMIC BUSINESS INDEX in CD versions.

Late in 1993, the Government Services staff prepared the annual

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*This bookmark reminds users to call the State Library's general reference number for information requests.*

group of "Info-Packs" for the 1994 legislative session, topics of interest which are suggested by House and Senate research staff. The packets contain up to a dozen articles; They are distributed through the Legislative Library located on the third floor in the Capitol building. The 1994 topics were: Air and Water Quality Issues, Campaign Finance Reform, Federal Mandates, Gun Control, Health Care Reform, Juvenile Justice Reform, Mass Transit, NAFTA, Reinventing Government, and Welfare Reform. Each packet contains both pro and con material on the issues under consideration.

## **Interlibrary Loan**

The interlibrary loan office continued to offer support to the Government Services program during 1993. Requests for materials not owned by the State Library are made daily and need immediate attention if the materials are to be received in a timely fashion by agency personnel. The staff have an excellent record for prompt delivery of items which are located and made available from the library community. During 1993, the interlibrary loan staff handled 2,571 incoming requests from libraries around the state and nation. They received more than 580 individual letters requesting loans of State Library materials, and sent out more than 3,213 requests from state agency personnel for books and journal articles. They continued the online updating of the library's periodical holdings in the computerized Missouri Union List of Serial Publications. They also maintained and used the PRISM/OCLC search database on behalf of Government Services staff and other State Library professional staff.

The interlibrary loan office sent requests to public, academic, and private libraries around Missouri and across the United States. The fill rate for all requests sent out during 1993 was 88 percent of all titles requested. Most of the requests were filled by college and university libraries within Missouri. More than \$2,699.66 was expended on periodical and journal reprints on behalf of state agency personnel during 1993.

## **Acquisitions**

There was a small increase in the number of books and monographs purchased by the State Library during 1993. The library's emphasis on journals and periodicals in recent years has by necessity seen a decline in the annual number of books purchased and cataloged. Most hardback books purchased go into the reference collection. The library purchased and cataloged 715 titles during 1993. This was an increase of 146 titles over 1992. At the end of 1993, the State Library collection included 80,341 cataloged books, 395 journal subscriptions, and 21 newspaper subscriptions. Technical Services

staff completed in November 1993 a revision of the *Union List of Jefferson City Periodicals and Newspapers*. This index lists all the periodical holdings of the State Library, the Thomas Jefferson Library System, the Supreme Court Library, and the Legislative Library. New computer equipment was received during 1993 for cataloging books into the OCLC Online Network.



*The State Library is one of 1,400 federal depository libraries in the nation, and one of four depository libraries in the Fourth Congressional District of Missouri.*

## Federal Documents

A key element of the Government Services Division is the federal depository program in which more than 153,000 federal documents are housed in the State Library. The late 1992 evaluation of the program by federal inspectors gave high marks to the administrative and service aspects of this operation. The staff of the federal documents program worked during most of 1993 to upgrade categories pinpointed during the 1992 inspection, especially in the areas of bibliographic control and collection maintenance. The staff also focused on preparing the federal depository collection for the forthcoming library-wide automation project.

The federal depository collection increased by 5,014 paper documents during 1993, for a total of 158,210 paper documents available to state government and the general public. 17,822 microfiche sheets were added; these were primarily the text of congressional hearings and copies of federal bills and reports. The total microfiche sheet collection now numbers more than 387,000. One area of growth has been in the collection of federal databases and reports made available in CD-ROM format. The collection of federal CD products increased by 95 titles during 1993.

## State Documents

The state documents program is an important reference source for the library's users. Staff added 902 new Missouri documents to the collection during the year, as compared to 928 in 1992. Acquisitions are, of course, dependent upon the publishing activities of the agencies and their budgets. The staff also coordinated and handled the document shipment to the libraries which are members of the State Publications Depository Library Program. Forty libraries participate in this statewide depository program: 13 are designated as full depositories and receive a copy of each item handled in the program, and 27 are designated as partial depositories and receive selected items. The State Library made 25 shipments to the depository libraries during 1993. The cost of these shipments totaled \$2,717.63. The number of state documents in the collection totals 45,454 (December 1993).

*The Missouri State Census Data Center offers print, microfiche, and computer tape sources of census data. The center, headquartered at the State Library, is part of a Census Bureau program designed to disseminate information from and about the census to Missourians. The center's staff answered more than 1,000 requests for information in 1993.*

## State Census Data Center

The Missouri State Census Data Center (MSCDC) provides library users and the public with current census statistics. In 1993, the center distributed demographic and socioeconomic data from the Census Bureau and economic data from the Bureau of Economic Analysis. Other statistical data were provided from federal agencies such as the Department of Education, the Department of Health and Human Services, and the Department of Labor. The Census Data Center responded to more than 1,000 requests for information, data, or census or OSEDA products.

The Census Data Center maintained contacts with its affiliate network and supplied census data at the outstate local level. Various print volumes and CD-ROM products were distributed to network members by the Data User Services Division of the Bureau of the Census, and, for the first time, print products produced by the MSCDC core affiliates were widely distributed by the center.

Examples of items received by the affiliates included the legislative profiles of the Missouri House, Senate and congressional districts. Regional social and economic comparative profiles of Missouri counties and data by zip code and school district boundaries were also shipped.

Training moved to the forefront during 1993 when the Census Data Center core group provided a series of one-day workshops, hosted by local regional affiliates throughout the state. These regional workshops provided information about census products, as well as other statistical products, and introduced examples of how to use the data for grant proposals, community development, economic planning, and business marketing.

A highlight of this training included demonstrations of the MOREnet/INTERNET access to Missouri census data products through online services. Citizens with online access anywhere in the state, as well as persons living out of state, can now retrieve the census data materials directly into their home or office computing environments.

The Library Development Division changed significantly during 1993 with the addition of a new senior associate, an automation consultant, a youth services consultant, and an institutional consultant. The new staff joined the public library consultant at the State Library and one regional consultant to create an outstanding consulting team which is making its presence felt throughout the state.

The State Library offers the following services through the Library Development Division:

- Continuing education through the summer Library Skills Institute and periodic workshops and conferences.
- A statewide summer reading program.
- Compilation of statistical data to support federal LSCA requirements and to provide information to all Missouri libraries in the form of the annual *Directory of Missouri Libraries*.
- Assistance with development of LSCA grants.
- Scholarships for study leading to a master's degree in library science.
- Promotion of resource sharing among libraries.
- Consulting services on a wide variety of topics.

## Awards and Honors

The State Library received the Frances Keppel Award for the first time in 1993 as a result of its prompt and accurate submission of library statistics to the Federal-State Cooperative System, sponsored by the U.S. Department of Education and the National Commission on Libraries and Information Science. Those statistics were compiled from data submitted by Missouri's public, academic, institution, and special libraries in their annual reports to the State Library.



Four Missouri libraries reported major damage or loss in the aftermath of the 1993 flood. State Library consultants assisted these libraries with referrals and coordinated offers for assistance from outside agencies.

## The Great Flood of 1993

As the most devastating flood in Missouri history surged through the countryside, the Missouri library community could count itself lucky that severe destruction of library facilities was very limited. Even so, four libraries (three libraries which are branches of larger libraries) suffered losses during the flood.

During the peak of the flood in July-August, the Pattonsburg Branch of the Daviess County Library suffered serious water damage to one-fourth of its collection. The Portage des Sioux Branch of the St. Charles City-County Library lost 3,000 volumes and furniture for a \$100,000 loss. The experiences of the Lewis County Branch (LaGrange) of Northeast Missouri Library Service show the importance of disaster planning. This library was able to evacuate its entire book collection from the library in 72 hours, thus suffering only structural damage to a rented building. The Carter County Library (Van Buren)



# Library Development

*Faculty and students of the 1993 Library Skills Institute, sponsored by the State Library and held in Columbia. More than 100 students participated in the 1993 institute.*



reported losses to books, shelves, and a fax machine in November from a flash flood along the Current River.

All of the affected libraries applied for FEMA assistance, receiving part of their requests. The State Library acted as advisor and assisted in coordinating offers of assistance from outside agencies. All affected libraries received donations of materials from libraries in other states, especially Florida and Louisiana where hurricanes had struck in 1992. These efforts were their way of "paying back for the help we received after the hurricane."

That only these libraries, of more than 400, had losses from the flood attests to what planning and building on high ground means for libraries.

## Continuing Education

More than 150 librarians representing 70 libraries attended a series of 10 State Library sponsored workshops on *Safety in the Library* in 1993. Local fire fighters and police officers provided considerable insight into creating a safe environment in the library. Special attention was given to safety inspections, evacuation plans, fire extinguishers, and cooperation with local police and fire departments. A summary of the workshop was published in *Show-Me Libraries* (Winter/Spring, 1993).

The fourth annual Library Skills Institute was held at Stephens Col-

lege, Columbia, August 15-20, 1993, with a record attendance of 105 students representing 77 public libraries and 11 institution libraries. Forty-four of those attending came for the first time. Individuals who have attended more than one summer session included 31 double attendees and 13 who came three times; 15 students participated in all four institutes.

In addition to the Library Skills Institute, four advanced classes were held: *Reference*, taught by Margaret Nichols; *Cataloging*, taught by John Minitier; *Library Administration*, taught by Diane Johnson of the University of Missouri-Columbia School of Library and Informational Science; and *Children's Services*, taught by Rebecca Bingham. The latter class was offered for the first time in 1993. Thirty-six students completed the basic class that was taught by the State Library's Library Development Division staff.

## Youth Services

The youth services office conducted several statewide projects in 1993 to assist libraries in providing better programs and collections for their young users. Major projects included:

- *Celebrate! Read!*, the 1994 statewide summer library program for Missouri youth. Materials are produced in collaboration with a committee of youth services librarians from around the state. The program offers four-color graphics by a professional children's book illustrator, a manual full of ideas for youth programs, and distribution of free "basic kits" by the State Library to all public libraries in Missouri. Libraries may order additional posters, bookmarks, stickers, certificates, and other promotional items to enhance their summer programs. These items are available from the State Library.
- Production of two *Titles Reviewed* lists, which include book reviews of current titles for juveniles and teens from more than 80 publishers. The reviews are written by a statewide committee of 30 to 40 librarians, who have been trained as book reviewers and contributors for this list. *Titles Reviewed* is distributed to all Missouri public libraries and contributing publishers.
- Presentation of a session on youth services for the Library Skills Institute. This seminar provided information on acquiring information and building a solid program for young readers as well as the current philosophy of tailoring library programs to youth.

## Grants and Scholarships

One of the most sought-after services of the Library Development Division was assistance in the preparation of grant requests. Division staff assisted the LSCA coordinator with the regional workshops to



Artwork by Don Miller, a Chicago graphic artist, for the 1993 statewide summer library program, "Read Up a Storm." The program attracted more than 75,000 young people at 118 public libraries across the state.

explain the process of grant preparation and submission. Upon request by a local library, staff will assess and critique a grant application prior to its official submission to the State Library and review by the LSCA Advisory Committee (This committee, made up of librarians, trustees, and library users, reviews applications and makes recommendations for LSCA funding to the state librarian).

After LSCA grants are awarded, the division monitors the grants and performs mid-year evaluations of most projects. The division also develops grant proposals that have statewide application. The grant to provide facsimile equipment to public libraries, the State-wide Reference Hotline operated by the Kansas City Public Library, and grants to public libraries for telecommunications devices for the deaf (TDD) are all part of this effort.

Two students began pursuit of a master's degree in library science in 1993 with grants from the State Library. This program is open to any Missouri citizen working in a public library who desires to pursue an MLS. It need not be on a full-time basis nor need a person attend the University of Missouri. There is, however, a requirement to work in a Missouri public library for two years after completion of the MLS degree.

## Consultancy Program

The division is currently reviewing and analyzing its consultancy program. It's too early to predict the ultimate outcome of this effort, but the process of review and long-range planning has already begun paying dividends. Despite the shortage of consultants during 1993, the Library Development Division logged more than 48,000 miles in trips around the state to assist local public and institution libraries. This is the equivalent of two trips around the globe or, to keep the analogy close to home, of 190 trips between St. Louis and Kansas City!

The addition of an automation consultant during 1993, partially offset by departure of the library's automation specialist, has undoubtedly aided the process of planning for future automation projects both within the State Library and across the state. The automation consultant visited many local libraries to provide advice and assistance in resolving computer problems, implementing MCAT, installing new hardware and software, evaluating hardware and software, and planning for future computer acquisitions.

For the first time since 1988, the State Library has an institutional consultant. This job encompasses assisting state tax-supported special libraries and state agencies without libraries in meeting their library needs. Since this position was revived in September, considerable assistance has been rendered to the Department of Corrections, which has 13 libraries.

*MCAT, the Missouri catalog of library holdings on CD-ROM, is funded through LSCA Title III. MCAT contains 4.5 million titles and 9.5 million holdings of Missouri libraries. More than 200 public, academic, special, and school libraries contribute their holdings information for the database.*



*Wolfner Library staff responded to 192,733 inquiries from library users for information, reading materials, machines, or other services in 1993. This constitutes an average of 784 inquiries daily.*

**T**he Wolfner Library for the Blind and Physically Handicapped provides a public library service, without charge, to eligible individuals and institutions throughout Missouri. Anyone, of any age, is eligible for this service who is unable to use standard print materials due to physical limitations, whether permanent or temporary.

Services to library users include: readers advisory; reference and research; access to non-print collections nationwide via interlibrary loan; children's services, including a summer reading program; information referral, including consulting with other agencies serving the handicapped; loan of recorded and braille books and magazines; loan of playback machines for use with the recorded books; catalogs announcing new books and magazines; subject bibliographies; and a patron newsletter. All materials and machines loaned are mailed "Free Matter" (at no charge) both to and from library users.

The Wolfner Library division has four levels of staff, including a supervisory professional librarian, a professional reference librarian, nine program specialists, and five clerks. Most of the staff have work responsibilities bridging more than one area of service.

Wolfner Library is Missouri's regional and only library in the National Library Service, Library of Congress' cooperative, nationwide network of libraries for the blind and physically handicapped.

## **Personnel Resources**

The library has 15.5 full-time staff, including two professional librarians, three reader advisors, and 10.5 support staff (for computer operations, circulation, tape duplication, machines lending, and technical services). The three reader advisors are classified as program specialists, while six of the support staff are program specialists and the remaining 4.5 are clerks.

In 1993, two full-time staff were added to Wolfner, marking the first addition of staff in decades. Overall, library staffing has decreased since 1978 from 22 to 15.5 FTEs.

Since the state has been unable to improve staffing to the degree adequate for operation, federal funds were used in 1993 to hire temporary, contractual staff to assist in support functions. The temporary staff reduce circulation backlogs, inspect returned materials, clean and test machines, and repair damaged book tapes. Temporary staff have proved to be extremely helpful, but should not be considered a permanent personnel solution, as there is a high rate of turnover, considerable training involved, and a limited skills market.

## **Collection Management**

The book collection is stored on compact, movable shelving that is 10 feet high. Braille books have been placed on the top three shelves,

because braille retrieval via ladders is more easily accomplished than the retrieval of cassettes from that height. Retrieval of materials is compromised not only by the height of the shelving, but also by the movable sections. The need to roll the sections to create an aisle for access slows both the shelving and retrieval of books. And the movable and extremely high shelving makes it unsafe for library users to browse for books themselves.

## Circulation Services

The automated system is an integral part of the library due to its housing all patron, circulation, and book collection holdings information. Temporary, contractual (Manpower) workers were employed throughout the year by the library, using federal funds, to reduce the backlog of circulating materials.

Labor is more intense in a library for the blind and physically handicapped than in a public library. Staff must retrieve, package, and presort all materials for mailing, and all materials must be inspected for damage upon their return.

## Machines Lending Services

Playback equipment is loaned free-of-charge to library users who read the recorded books and magazines. Because this equipment is federal property, the library is required by the National Library Service to maintain an accurate inventory of each machine's current status (including user assignment, repair status, etc.).

The library loans machines to new library users and also replaces non-working machines for existing users. Major machine repairs are done by volunteers -- the Telephone Pioneers of America. The library is responsible for distribution and retrieval of all machines and for keeping accurate records of all machines' transactions, including repairs, assignments to users, replacements, and loss.

## Tape Duplication Services

Tape duplication is a service unique to libraries for the blind and physically handicapped. Because special copyright permission has been received to produce the books and magazines in non-standard print format, Wolfner can reproduce additional copies of the recorded cassette materials. This process involves the reproduction of the audiocassette, monitoring the reproduction quality, labeling, and packaging the new material.

## Technical Services

Library staff do original cataloging on all new books, by assigning subject codes specifically and uniquely to every new book. New

*An average of 2,265 books and magazines were "checked out" daily and an average of 1,886 were "checked in" for a daily average of 4,151 materials processed in circulation services in 1993.*

*A total of 18,127 machine inquiries and transactions were completed in 1993 -- an average of 74 per day.*

*A total of 21,162 books and magazines were duplicated, tested, or repaired in 1993, averaging 86 items daily.*

*The 32,983 materials processed in 1993 represent an average of 134 items completed daily.*

## *1993 Readers Services*

*\* Active users – 13,976*

*New Users – 1,511*

*Users status changes*

*– 2,778*

*Title requests processed  
for users– 164,588*

*\* Active users are the actual individuals and institutions borrowing materials from the library. If user statistics were tabulated in the manner of public libraries, all eligible individuals and institutions within the state should be counted. Thus, the population served is approximately 75,000.*

## *1993 Reference Services*

*Reference searches for users  
– 2,120*

*Information referral inquiries answered – 2,174*

*An average of 18 research and information referral inquiries were responded to daily in 1993.*

books are not only cataloged but also identified by labeling and inventoried into the automated system's holdings.

## **Interlibrary Loan**

Since Wolfner is the only library for the blind and physically handicapped in the state, the non-standard print materials, e.g., braille, which are needed from interlibrary loan must be acquired from other states or federal supply centers.

## **Reader Advisory Services**

The reader advisory service provides the personal link between user and library. Since the library's single location is inconvenient for the majority of users to visit in person, reader advisors assist users in all aspects of the library service. Communicating by telephone (in-state WATS) and in writing, reader advisors register new users and then continue to monitor their needs throughout their library use.

In addition to providing book selection advice, reader advisors process requests, search for titles and subjects, and make all service status changes for users. Since the majority of the library's users are over age 55, home visits would undoubtedly be more helpful to insure their understanding of how to use the library. However, with fiscal resources so limited, reader advisory service is an affordable solution.

## **Reference and Information Referral Services**

The library provides research for users on requested subjects. Because the non-print collection includes few reference materials, print reference resources must be used and converted by staff to the needed non-standard print format. Given the limited staffing and funding, the library is hampered in its ability to provide research and produce it in the format requested in a timely fashion. Since Wolfner has only two professional librarians, support staff must assist in research, although their time is already consumed with other responsibilities. No service is of greater need to the library's clientele than reference.

The library serves as an information referral center not only for the library users, but also as a resource center for schools, students, and other agencies and organizations about handicapping conditions and related subjects. Library users often need information from a variety of sources and require assistance with use of the myriad social service agencies. It is very difficult for the limited number of staff to provide answers to these questions in a timely fashion.

## **Public Education**

In the fall of 1993, library staff conducted a statewide public educa-

## *1993 Book Collection*

*Braille (titles) – 11,784*

*Cassettes (volumes)*

*– 271,430*

*Disks (volumes) – 72,269*

*Large Print (volumes) – 487*

*Total Collection – 355,970*

## *1993 Circulation*

*Books and magazines*

*– 466,926*

*Direct Mail Magazines*

*– 90,300*

*Total materials checked out*

*– 557,226*

*Books and magazines*

*checked in – 463,885\**

*\*Checked in statistics for incoming books are noteworthy in a library for the blind and physically handicapped, because this includes thorough inspection of recorded books and extensive sorting of braille.*

tion campaign, "Take a Talking Book," which focused on seniors, but promoted use of the library by all eligible Missourians. The campaign was "kicked off" by Secretary of State Judith K. Moriarty at the Missouri State Fair. During the fall, public libraries assisted with the distribution of "Take a Talking Book" news releases to newspapers, radio and television stations throughout the state. The library staff promoted the service to thousands of people, distributing brochures and applications for service at the State Fair, the Learning Disabilities Association of Missouri Annual Conference, the Missouri Library Association Annual Conference, and the Governor's Conference on Aging. The impact of this campaign is expected to be felt well into 1994.

Library staff also made presentations and distributed informational materials throughout the year in the continuous effort to acquaint potential users, organizations, and related service agencies with the Wolfner service. Presentations were made to students at the University of Missouri-Columbia School of Library and Informational Science; members of the National Federation of the Blind and the Missouri Council of the Blind at their annual conventions and workshops; the Missouri State Library's Summer Library Skills Institute; and to various organizations, e.g., extension clubs, Lions, Kiwanis; Radio Information Services, broadcasting to the print handicapped in the St. Louis area.

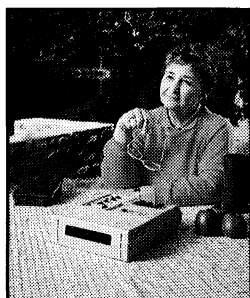
Reader advisory and professional staff attended the Midlands Conference of Librarians Serving the Blind and Physically Handicapped in Chicago, Illinois, sponsored by the Library of Congress. The supervisory professional librarian served as the chairperson of that conference. Reader advisory and computer operations staff also attended an orientation workshop at the National Library Service in Washington, D.C.

Public education is handled by the supervisory professional librarian, with assistance by the professional reference librarian.

## **Youth Services**

Wolfner's seventh annual summer reading program, "Read Up a Storm," was conducted to benefit the nearly 600 young library users. Fifty-eight children enrolled, marking a 62% increase in participation over 1992. The Friends of Wolfner Library gave the 33 young readers completing the program their very own book -- in the format choice of large print, braille, or recorded cassette. The Library Users of America, an affiliate of the Missouri Council of the Blind, provided the young readers with incentive prizes and savings bonds.

The professional reference librarian coordinates the children's services in Wolfner, along with her other duties, and is assisted by one



## Take a Talking Book.

Reading is something you can enjoy no matter where you are. Even if you can't hold a book, turn a page or see regular print. Because there are talking books just for you.

Talking books are high-quality recordings of books and magazines. There are bestsellers and classics. Romance novels, mysteries, westerns and books of special interest. The recordings are played on easy-to-use equipment. You can get talking books and the playback equipment by mail, at no charge, if you're eligible. Now you can enjoy reading the way you always have. For more information contact:

Wolfner Library  
for the Blind and  
Physically Handicapped  
P.O. Box 387  
Jefferson City, MO 65102  
Telephone (800) 392-2614

program specialist, who also serves as a full-time reader advisor. The professional reference librarian is a member of the planning committee for the State Library's statewide summer reading program.

### Consumer Relations

The Wolfner Advisory Council is comprised of library users from all over the state and representatives from related service agencies, including Rehabilitation Services for the Blind, and the Department of Elementary and Secondary Education (Missouri School for the Blind). Meeting regularly three times per year, the council advises staff about library service issues and assists in planning for library services.

The Friends of the Wolfner Library is a not-for-profit, tax-exempt organization formed by library users to support the library with advocacy and fund raising toward the improvement of library services. The statewide membership grew to 155 in 1993, under the leadership of Patricia Morrow, president. The Friends once again sponsored the annual summer reading program for children, and gave a book to each child who had read the required number of books. The Friends provide recognition of volunteers and individuals who have supported the library.

Consumer relations issues are handled by the two professional librarians, who meet regularly with both the Wolfner Advisory Council and the Friends of the Wolfner Library.

### Volunteer Services

Wolfner began serving as a cooperative site in 1993 for two volunteer programs. The first, the School to Employment Program, places educably mentally handicapped high school students at work sites, providing them with an opportunity to learn work habits and routines. The other program, with Rehabilitation Services for the Blind, places blind adults at work sites to receive work training and experience. From both programs, Wolfner has been working with three individuals.

### Fiscal Resources

The library is funded by a combination of state General Revenue funds, appropriated by the legislature, and federal Library Services and Construction Act (LSCA) funds, which are administered by the State Library. The federal government furnishes all of the books, magazines, and playback machines at no charge to the state, while the state's obligation is to provide the facility and staffing for the library service. The level of funding provided by the state has not kept pace with the demand for the service by Missourians.



*In 1993, there were 17,292 user-initiated contacts (by phone, mail, visiting the library, answering machine). This averages 70 daily contacts.*

## Conclusion

According to standards for libraries for the blind and physically handicapped, the Wolfner Library is far from reaching the minimum standards set for personnel. The minimum standard for professional librarians is one per 2,500 active readers. Since Wolfner has 13,976 users, rather than the current two professionals, Wolfner should have six. The minimum standard for reader advisors is one per 1,200 users. Rather than the current three reader advisors, Wolfner should have 12. The minimum standard for support staff is three per 2,500 users. Rather than the current eight and one-half support staff, Wolfner should have 18.

To reach the minimum standards for personnel, Wolfner would need to add 20 staff members, resulting in a total staff of 36.

Given the assurance that Missouri's elderly population will continue to grow at one of the most rapid paces in the United States, and, given that 61% of Wolfner's users are age 60 and over, it should be of highest priority to improve the library's personnel and resources to keep pace with the demand for the service.

## Publications and Special Projects

**T**he Publications and Special Projects Office produces a variety of publications and coordinates the statewide library literacy initiative and the Missouri Center for the Book. The office includes a librarian/editor, a publications/technical assistant, and a family literacy consultant. The office is part of the library's administrative division.

The librarian and the technical assistant work with all State Library divisions to develop publications such as brochures, flyers, and news releases that describe and promote the library's services. They produce several regular publications, work on special reports and manuals for the library's divisions, and provide graphics assistance for the statewide summer reading program. All library publications are typeset and designed in house.

In addition to publications activities, the librarian coordinates the library's overall literacy program, serves as the State Library's liaison with statewide literacy organizations and the Missouri Humanities Council, and administers programs for the Missouri Center for the Book. The family literacy consultant maintains close working relationships with state agencies and educational groups concerned with parenting and child development and welfare.

*Almost half of the state's public libraries offer some type of service or program for adult new readers – from collections of materials and referral to community educational or volunteer agencies to provision of space for tutors and students and work with local literacy councils. Many of these services were initiated with LSCA funds administered by the State Library.*

### State Library Publications

Regular publications issued by the office include *Missouri Libraries*, a bimonthly newsletter covering programs and activities of the State Library and news about libraries and librarians across the state; *Show-Me Libraries*, a professional journal for librarians, library trustees, and friends of Missouri libraries; and *Update*, a current awareness publication for Missouri library employees. These publications circulate to more than 2,000 readers.

### Literacy Programming

Collaboration with Missouri literacy organizations continued during 1993 with co-sponsorship of a statewide literacy conference with LIFT-Missouri, the Missouri Literacy Association, the Missouri Humanities Council, University Extension, Adult Basic Education, and the Walton National Literacy Center. The conference was open to anyone working in the literacy field or interested in strengthening the literacy network in Missouri. Featured speakers included Secretary of State Judith K. Moriarty and Lieutenant Governor Roger Wilson. Other speakers represented the National Center for Family Literacy, the Missouri Department of Elementary and Secondary Education, the Missouri Department of Corrections, and several national and statewide literacy programs. The conference attracted more than 160 participants.

Staff completed its work on a series of books for adult new readers

(literacy students) on Missouri history and culture. This project was made possible through a grant from the Missouri Humanities Council to the State Library, the University of Missouri-Columbia Western Historical Manuscript Collection, and the Daniel Boone Regional Library. The librarian/editor is the author of one book in the series. The University of Missouri Press will publish and market the books to libraries, literacy programs, schools, and bookstores. The State Library's commitment involved technical assistance and the development of several regional workshops on using humanities themes and concepts with literacy students.

With the employment of a family literacy consultant in 1993, the State Library began a new literacy program focusing on the family. The consultant attended training sessions at the National Center for Family Literacy on the fundamental components of family literacy programs. The consultant also initiated collaboration with the state correctional institutions to see if and how family literacy had a place with them, and how the library could assist in establishing such programs in institutions.

Staff also developed a working relationship with instructors from Webster University, St. Louis, regarding its LitPak program. LitPaks had been suggested by LIFT-Missouri as a possible resource for libraries to have on hand for family literacy activities. (LitPaks contain a copy of a children's book, the book on tape, and several story-related activities for the parent and child to do together.)

In December, the consultant surveyed the state's public and branch libraries on family literacy needs. Responses from more than 80 libraries indicated that the LitPak concept would work well in their libraries. The survey also showed a desire for State Library-sponsored workshops on family literacy topics.

The State Library will continue its collaborative efforts with statewide literacy organizations in 1994, sponsoring the first Missouri family literacy conference and five regional literacy conferences.

### Missouri Center for the Book

In 1993, the Library of Congress approved the State Library's proposal to establish a Missouri Center for the Book. Missouri became the 28th state to affiliate with the national Center for the Book in the Library of Congress, which was established by law in 1977 to promote and explore the vital role of books, reading, and libraries. The Missouri Center is the first statewide organization that celebrates the state's literary heritage and recognizes the contributions of Missouri's authors, book illustrators, booksellers, publishers, librarians, and others involved in the literary arts.

The Missouri Center is headquartered at the State Library, and is

*Projects of the Missouri Center for the Book include a Missouri Literary Database, traveling exhibits of books by Missouri authors, and a Missouri Authors Book Collection, housed at the State Library. Future activities include a statewide book fair and media projects involving Missouri authors.*

## Publications and Special Projects

governed by an advisory board of directors composed of authors, publishers, librarians, editors, and community leaders. First Lady Jean Carnahan serves as honorary chair of the center's advisory board.

A gala event--Missouri Authors Recognition Day--inaugurated the Missouri Center on September 23. Held in the rotunda of the State Capitol, the gala brought together more than 300 authors and guests to hear readings by four prominent Missouri authors. The gala also featured an author roll call and a Missouri Authors Book Exhibit, held in the House of Representatives Lounge. Authors from across the state donated more than 450 books for the exhibit, which became the nucleus for a Missouri Authors Collection at the State Library.

The center's board is planning programs and activities that will further the center's mission: to bring the words and ideas of books into the thoughts and lives of Missourians.

*The rotunda of the Missouri State Capitol was the setting for Missouri Authors Recognition Day, the inaugural gala of the Missouri Center for the Book. More than 200 authors and 100 guests attended the event.*



# State and Federal Grants

**T**he State Library administers state and federal funding programs for Missouri libraries. Congress appropriates funds under the Library Services and Construction Act (LSCA) which are channeled through the state library agency in each state. Each of the three titles in the state-administered program serves a different purpose. In order to receive these funds, each state must submit a plan for their use.

*Title I - Public Library Services.* This title provides funding for public library projects in 18 categories including literacy, services to the handicapped, and services to residents of state-supported institutions. In 1993, Missouri received \$1,628,812 in Title I funds, which must be spent within a two-year period.

*Title II - Construction.* This part of the act is designated for acquisition, construction or renovation of public library buildings, for providing access to the handicapped, for energy conservation, for technology enhancement or new technologies, or for preservation of library materials. This title requires the local library to provide at least 50 percent of the total cost of the project from local funds. The 1993 Title II award included \$142,916 of the 1992 allotment and \$186,874 of the 1993 allotment. Unlike Titles I and III, the State Library receives only that portion of the Title II allotment that is awarded to specific projects. Construction funds are available for seven years. If they have not been used within that time, the U.S. Department of Education may extend the time.

*Title III - Resource Sharing.* This title has five categories and is designated for cooperative projects among different types of libraries. Few competitive projects can be funded due to the limited amount appropriated for this title and the high cost of operating the statewide database. Missouri was awarded \$386,792 in 1993. These funds must be used within a two-year period.



**Missouri  
Statewide  
Reference Center  
(800) 633-0603**

*Missouri's statewide reference service, an LSCA project, enjoys heavy usage not only by librarians and other information professionals but also by schools and the general public.*

## TITLE I

### Direct Grants (competitive) — \$762,520

Sixty-two libraries submitted 119 applications for Library Services and Construction Act Title I funds totaling \$1,478,721. Seventy-six projects from 35 public and 12 institution libraries were approved and completed in 1993. Approved projects ranged from \$300 for a computer printer to \$88,725 to automate a regional library. Of the \$811,011 approved for these projects, \$762,520 was spent.

Under inadequate services, nine projects provided materials and equipment for children and young adults. Eleven libraries purchased equipment, including copiers, duplicating equipment, a terminal for Info Trac, fax machines, computer printers, and microfiche reader/printers. Of the eight automation projects funded, three were for fully automated libraries and five were for computers. Additions were

# State and Federal Grants

*The LSCA Advisory Committee evaluates all grant applications and makes recommendations about funding to the state librarian. Committee members represent public, academic, special, and institution libraries as well as library user groups.*

made to five collections, three training projects were carried out, a toll-free number was installed, and a fully equipped van demonstrated library service. Eight of these grants were completed in 1992. Six 1994 grants became active in 1993.

Under disadvantaged, six projects provided home improvement materials and training to homeowners and renters in disadvantaged areas, established a branch library in a housing unit, and developed four collections in the subjects of health, unemployment, and children. Two of these projects became active in 1992.

Eighteen projects in 13 state-supported institutions were approved for funding, but one institution declined the grant. Fourteen collections were improved, two computers were purchased, and equipment and an encyclopedia on CD-ROM were added to the library of a school for the blind. Three 1994 grants became active in 1993.

Grants must be offered to the four libraries in the state that qualify as Major Urban Resource Libraries (MURLS) because of the value of their collections and their willingness to share resources with other libraries in the state. The MURLS projects provided online periodicals, census materials, foreign publications, and an index to a regional newspaper.

A library project for the elderly provided Bi-folkal kits to assist in developing programs. Five literacy projects offered books and audiovisual materials. A project for the handicapped allowed access to the library's online catalog through use of a screen reader, speech synthesizer, and large-print monitor. Two libraries provided story boxes and resource kits to children in licensed daycare facilities.

## **State Library Projects (non-competitive) – \$120,164**

A project carried out by the State Library promoted services to children and young adults by providing summer reading program materials, training opportunities, and materials such as reviews of new books, a manual, and output measures for children's library programs.

Under *Extended Education*, the State Library gave scholarships to six public library employees to assist them in obtaining graduate degrees in library science, offered training opportunities such as the week-long summer institute, and workshops on disaster planning, safety, and political savvy. Through an in-house literacy project, materials were added to the collection and staff offered assistance to libraries throughout the state.

Under *Handicapped*, the State Library offered workshops and materials on the Americans with Disabilities Act.

Under *Administration of the LSCA Program*, expenditures included the salary of the LSCA coordinator and travel expenses incurred by

# State and Federal Grants



*LSCA funds paid for distribution of "start-up" kits to all public and branch libraries. These kits contain a poster, bookmarks, activity booklets, and a program manual. The 1993 bookmark is pictured.*

the 12 members of the LSCA Advisory Committee. In the fall, six regional workshops were held to instruct potential applicants on all aspects of the LSCA program.

## **Operate the State Library (non-competitive) – \$389,312**

Library development staff, equipment, materials, and travel were funded under the category of "Strengthening the State Library."

## **Wolfner Library (non-competitive) – \$85,371**

Library services for the blind and physically handicapped are provided through the Wolfner Library, a division of the State Library. Funding for this project from all sources cannot fall below the amount spent during the second preceding year.

## **Contractual Programs (non-competitive) – \$440,004**

The State Library contracted with four libraries and one cooperative for statewide services. Kansas City Public Library and Springfield-Greene County Library provided deposit collections of large-print materials to any public library in the state (\$52,398). Popular Bluff Public Library and Livingston County Library provided consultant services to the southeastern and northern areas of the state (\$112,149). The Missouri Libraries Film Cooperative received \$125,000 to provide rotating collections of 16mm films and videos to any public library at no cost to the library.

The State Library contracted with Mexico-Audrain County Library to administer a project to demonstrate library service in Ralls County. This resulted in a successful tax vote to continue library service (\$150,457).

## **TITLE II – \$727,628\***

Four libraries submitted applications for construction funding. All four were fully funded for a total of \$338,461. Six projects from previous years were completed. These included three additions, handicapped access, a new building, and acquisition and renovation of a building.

\*Total of completed projects.

## **TITLE III – \$307,617**

The cost of operating the statewide database included purchasing updates of the Missouri Union List of Serial Publications holdings and providing group access to OCLC.

Thirty-nine public and academic libraries received telefacsimile equipment to facilitate resource sharing. A committee formed to implement the resolutions from the White House Conference failed to

carry out its charge. Under a contractual agreement, Kansas City Public Library received \$66,200 to provide statewide reference service at no cost to the user.

### State Aid to Public Libraries

The Missouri General Assembly appropriates funds to support public library services throughout the state. These funds are distributed on a per capita basis to eligible public libraries. According to the provisions of Section 181.060, RSMo, a library must receive local support from tax funds equal to 10 cents on \$100 valuation to qualify for state aid. The local library chooses how state aid funds will be used.

*Missouri's state aid to public libraries is 29.9 cents per capita.*

In FY 1993, the legislature appropriated \$1,499,448. The governor withheld \$104,961, leaving \$1,394,487 to serve a population of 4,660,767 at the rate of 29.9 cents per capita. This was distributed among 81 independent municipal libraries, 36 county library districts, two library districts covering two school districts within a county, three consolidated library districts, and 12 regional libraries consisting of five public library districts, one consolidated library district, and 34 county library districts. These library districts serve a population of 4,660,767.



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## Credits

The cover shows the Missouri State Information Center (building at middle left), home of the State Library, during the summer flood of 1993.

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